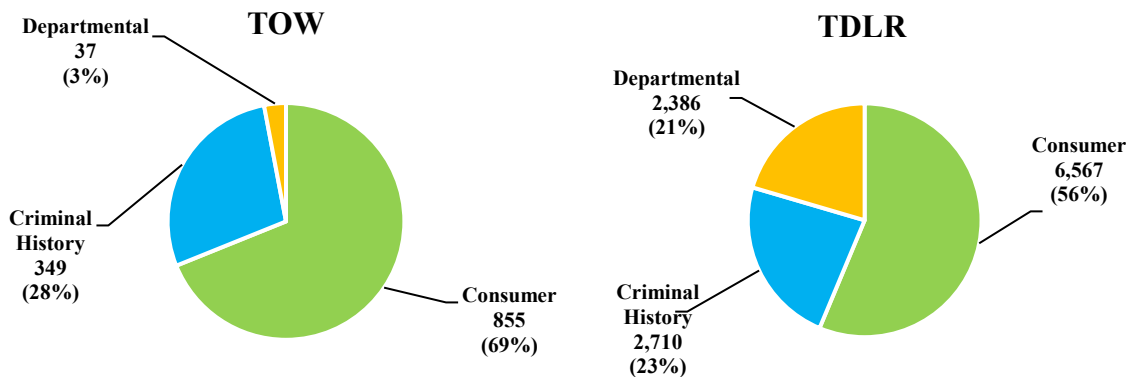


Tow Companies and Operators (TOW)

Key Statistics	TOW Fiscal Year 2022	TDLR Fiscal Year 2022
Total Licensees	31,733	890,735
Complaints Received by Source	6,754	64,954
Consumer complaints	2,765	14,098
Department initiated complaints	40	2,368
Criminal History Records reviewed for licensure	3,949	48,488
Cases Opened	1,241	11,663
Consumer	855	6,567
Departmental	37	2,386
Criminal History	349	2,710
Cases Closed	1,410	11,754
Average Time to Close (days)	258.65	215.79
% of Cases Resolved Within 6 Months	43.97%	57.64%
% of Cases Resulting in Disciplinary Action	6.60%	10.81%
Open Cases Pending at End of Fiscal Year	763	6,540
Cases Referred to the State Office of Administrative Hearings (SOAH)	17	61
Contested Cases Heard at SOAH	8	30
Formal Case Outcomes	TOW Fiscal Year 2022	TDLR Fiscal Year 2022
Final Orders	122	1,160
Commission Orders	7	27
Default Orders	26	384
Agreed Orders	89	749
Average Penalty Assessed on Orders	\$998.36	\$2,231.30
Total Penalties Assessed	\$121,800.00	\$2,588,310.00
Licenses Revoked (Disciplinary)	2	50
Licenses Suspended (Disciplinary)	2	4
Licenses Denied/Suspended/Revoked (Criminal History)	14	182
Cases Heard in District Court	1	7
Informal Case Actions	TOW Fiscal Year 2022	TDLR Fiscal Year 2022
Consumer Restitution	\$27,762.93	\$390,011.62
Warning Letters	241	3,378
Other Informal Resolutions	1,044	7,108
Cease & Desist Orders	0	17

Cases Opened Fiscal Year 2022



Top 10 TOW Alleged Violations at Opening

Fiscal Year 2022	
Alleged Violation at Opening	Count
Towed without authority or illegal tow	544
Criminal history	351
Tow without proper signage	87
Charged more than allowed for tow	77
No tow company license	49
Failed to have proper information on ticket	39
Lacks honesty, trustworthiness, and integrity	31
Charges not related to tow	30
Did not tow in safe or competent manner	27
Private Property-Failed to offer to drop vehicle	26

Top TOW Violations Resulting in Disciplinary Action

Fiscal Year 2022	
Violation Resulting in Disciplinary Action	Count
Towed without authority or illegal tow	20
Criminal history	11
Charged more than allowed for tow	11
Lacks honesty, trustworthiness, and integrity	11
Towed without proper signage	10
Failed to issue ticket	6
Failed to cooperate with Department	6
Failed to provide notice of rights	5
Failed to have each truck permitted	4
Failed to have proper information on ticket	4
Failed to have identical fee structure	4
Charges not related to tow	4
No tow company license	4